Defense Information Systems Agency

A Combat Support Agency

Node Site Coordinator Roles and Responsibilities

DISA CONUS

DISA
A Combat Support Agency

Purpose

- **Discuss duties and responsibilities of a Node Site Coordinator (NSC)**
- **Inform the NSC community of DISA's vision of the duties and responsibilities of a NSC**
- **To solicit input from the Operations and Maintenance (O&M) commands on their vision of what a NSC should be**

DISA
A Combat Support Agency

Agenda

- **Definitions**
  - **Defense Information Systems Network (DISN)**
  - **Node Site**
  - **Node Site Coordinator (NSC)**
- **NSC Responsibilities**
  - **General**
  - **Administrative**
  - **Scheduled maintenance**
  - **Unscheduled maintenance**

DISA
A Combat Support Agency

Definitions

- **Defense Information Systems Network (DISN)**
  - **DoD consolidated global enterprise level telecom infrastructure which provides the end-to-end information transfer network for supporting military operations.**
  - **Provides a system of integrated networks to support multimedia requirements with sufficient bandwidth for high volume exchange of voice, data, imagery, and video transport services to satisfy all mission areas.**
- **Node Site**
  - **The DISN node site is the physical location of the DISN equipment.**

DISA
A Combat Support Agency

Definitions

- **Defense Information Systems Network (DISN)**
  - **An element of the Global Information Grid (GIG), is a long-haul transmission service made of several data services networks.**
  - **The DISN employs…**
    - **Internet protocol router (IPR) technology (SIPRNET / NIPRNET)**
    - **Asynchronous Transfer Mode (ATM [DATMS])**
    - **FDM add-drop Multiplexers (Promina, ADNX)**
    - **Synchronous Optical Network (SONET) technology**
    - **Dense Wave Division Multiplex (DWDM) technology**

DISA
A Combat Support Agency

Definitions

- **Node Site Coordinator (NSC)**
  - **The designated representative of the sponsoring communications or information systems Command or Agency**
    - **Preferably a government employee within the local area or a member of the sponsoring communications information systems O&M command or agency sub-unit having responsibility for the facility on which the node is located**
    - **Designated in writing by unit commander or operations supervisor**
    - **Responsible for duties contained in DISAC 310-55-9 and supporting documents**

NOTE: The NSC will have a designed alternate NSC and may delegate some tasks to the alternate, however the NSC is responsible for all network node site matters.

DISA
A Combat Support Agency

General Responsibilities

- **Coordination**
  - **the physical site preparation and the installation and activation of node, interswitch trunks and access circuit equipment.**
  - **the arrangement for the installation of cables between DISN node and local user's equipment.**
  - **node site access for DISN operations and service personnel.**
  - **and monitor scheduled and unscheduled corrective maintenance and will allow for scheduled visual inspections as directed by the TNC.**
  - **of Authorized Service Interruptions (ASIs) between local customers and GNSC ASI.**

DISA
A Combat Support Agency

General Responsibilities

- **Ensure 24X7 continuous node operation by providing or making provisions for local site assistance in case of node or circuit degradation or outages.**
- **Monitor operations and perform visual inspections of the DISN equipment.**
- **Perform COMSEC responsibilities and functions.**
- **Be aware of the location of all DISA equipment at the node site.**
- **Ensure DISN assets are not altered, tampered with, or removed without authorization from DISA.**
- **Provide storage for any spare parts held on site.**

Administrative Duties

A Combat Support Agency

- **Hardware accountability**
  - **Provides for accountability, care and safekeeping of all installed node equipment and equipment shipped to the node site for future installation.**
  - **Provides temporary storage of some node circuit activation or modification parts, assemblies and materials.**
- **Site access control and security**
  - **Regulates access to the node site**
  - **Ensure that installed node site equipment is not altered, tampered with, or moved without proper authorization/coordination with DISA GIG Operations Directorate**
  - **Implement site physical security procedures as specified in applicable DoD and Service directives.**

DISA Administrative Duties

A Combat Support Agency

- **Carrier and cable access for tail circuits**
  - **Assist circuit implementation coordinators, engineering and installation (E&I) activities and commercial telecommunications vendor installation/maintenance personnel**
  - **Initiation of Local Service Requests (LSRs) is the responsibility of the NSC**
- **Maintain node site documentation and records**
  - **The NSC will maintain documentation issued by DISA and the TNC. (i.e. DISA Circulars, TNC bulletins, etc.)**
  - **Keep close contact with all network entity POCs (i.e. users, TNC, local telephone service personnel, etc.) by maintaining a list of phone numbers to support both liaison and local site assistance functions.**

Administrative Duties

DISA
A Combat Support Agency

- **Maintain node site documentation and records (Cont.)**
  - **Retain up-to-date node configuration documentation (initially normally consists of Telecommunications System Installation Plan [TSIP] or Engineering Installation Plan [EIP], Site Concurrence Letter [SCL] and original TSR and TSO).**
  - **Retain all documentation relating to changes in the node configuration (TSRs, TSOs and engineering plans)**

Administrative Duties

DISA
A Combat Support Agency

- **Node and Circuit Installation Assistance**
  - **Verify the equipment received or on-hand is sufficient for the implementation, coordinate the installation and activation as requested by DISA**
  - **Review TSO to ensure requirement is correctly identified, coordinate changes if needed to project manager or engineer identified in TSO**
  - **Monitor work of all personnel supporting the DISN node site, report problems, concerns or improvement suggestions to the TNC**
  - **Maintains a log of all deliveries, installation, and maintenance activities at the node site.**

DISA
A Combat Support Agency

Preventative Maintenance

- **Perform quarterly preventative maintenance checks of DISN node site equipment in accordance with DISAC 310-55-9, table 2.1, or as directed by DISA CONUS.**
  - **Record maintenance activities in appropriate logs**
  - **Report deficiencies to the TNC or network specific NOC, log and track deficiency until cleared**

DISA
A Combat Support Agency

References

- **DISAC 310-55-9 Base Level Support for the Transport Element of the Defense Information System Network (DISN), 5 November 1999**
- **DISAC 310-70-1, DII Technical Control, 25 June 1998**
- **DISAC 310-130-1, Submission of Telecommunications Service Requests, 23 July 1992**

DISA CONUS Customer Support

A Combat Support Agency

They serve as the day-to-day customer interface bridging DISA products and services, cultivating partnerships, sustaining DISA CONUS focus on the customer, infusing quality performance support for DISN networks; enhancing customer satisfaction.

If you need assistance and don't know who to call

Commercial 618-220-9922; DSN 770-9922

DISACONUSCUSTOMERSERVICE@DISA.MIL

DISA
A Combat Support Agency

DISN Training

- **DISN Data Services – Team Travels to various sites globally (3 days). This course will:**
  - **Provide students with a broad overview of all DISN data services, support for DISN Data services, ordering DISN Data services, and DISN policies and procedures.**

- **For scheduling and contact information:**
  - **call (DSN) 381-1646 for a list of locations that the class is being offered. The course is free to participants but travel and per diem is the responsibility of the sending command.**

DISA
A Combat Support Agency

Training

- **Telecommunications Seminar (Scott AFB, IL)**
  - **This 1 week course will:**
    - **Focus on the provisioning process for long-haul telecommunications.**
    - **Prove useful for NSC's if they have to obtain a new connection, circuit, etc.**
  - **For scheduling and contact information go to: www.disaconus.disa.mil select 'Training', then 'Telecommunications Seminar'. The course is free to participants but travel and per diem is the responsibility of the sending command.**

DEFENSE INFORMATION SYSTEMS AGENCY